? logon

```
*** It is now 2008/05/03 12:52:40 ***
 (Dialog time 2008/05/03 11:52:40)

Preferences:
1.  Default save option: [HTML]
2.  Graphic Images.
       Maximum width in pixels : [624]
       Maximum height in pixels: [624]
3.  Hold output position (don't scroll to the output buffer end): [Yes]
4.  Command separators (add HR after every command): [No]
5.  Type separators (add HR after every record): [No]
6.  Linking Pane: [Right]
7.  Status location.
       Below Type ahead buffer : [Yes]
       In Browser status line: [No]
8.  Show Estimated Cost Summary: [Yes]
9. Highlight Search Terms: [No]
10. Display Detailed Results by Search Term: [Yes]
11. Show Results by File (multifile search): [Yes]
12. Display Postings: [No]
14. Expand Items: 50
15. Hold Expand output position (don't scroll to the output buffer end): [No]
16. KWIC Window: 30
17. Output Cost Notification: [No]
18. Prompt for Subaccount at Logon: [No]
19. Hide History Tab: [No]
20. Show Preferences at Login: [Yes]

FTEXT1 is set ON as an alias for B 15,16,148,160,275,621
FTEXT2 is set ON as an alias for 9,20,476,610,613,624,634,636,810,813
NFTEXT is set ON as an alias for B 2,35,65,99,,256,278,474,475,583
```

? b 15, 9, 610, 810, 275, 476, 624, 621, 636, 613, 813, 16, 160, 634, 148, 20, 35, 583, 65, 2, 474, 475, 99, 256, 348, 349, 347

```
>>>        476 does not exist
>>>1 of the specified files is not available
     03may08 10:53:10 User291711 Session D2.1
          $0.00    0.238 DialUnits File415
    $0.00  Estimated cost File415
    $0.13  INTERNET
    $0.13  Estimated cost this search
    $0.13  Estimated total session cost   0.238 DialUnits

SYSTEM:OS  - DIALOG OneSearch
  File  15:ABI/Inform(R) 1971-2008/May 03
        (c) 2008 ProQuest Info&Learning
  File   9:Business & Industry(R) Jul/1994-2008/May 02
        (c) 2008  The Gale Group
  File 610:Business Wire 1999-2008/May 03
        (c) 2008 Business Wire.
*File 610: File 610 now contains data from 3/99 forward.
Archive data (1986-2/99) is available in File 810.
  File 810:Business Wire 1986-1999/Feb 28
        (c) 1999 Business Wire
  File 275:Gale Group Computer DB(TM) 1983-2008/Apr 28
```

```
        (c) 2008 The Gale Group
  File 624:McGraw-Hill Publications 1985-2008/May 02
        (c) 2008 McGraw-Hill Co. Inc
*File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more
  File 621:Gale Group New Prod.Annou.(R) 1985-2008/Apr 17
        (c) 2008 The Gale Group
  File 636:Gale Group Newsletter DB(TM) 1987-2008/Apr 30
        (c) 2008 The Gale Group
  File 613:PR Newswire 1999-2008/May 03
        (c) 2008 PR Newswire Association Inc
*File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.
  File 813:PR Newswire 1987-1999/Apr 30
        (c) 1999 PR Newswire Association Inc
  File  16:Gale Group PROMT(R) 1990-2008/Apr 29
        (c) 2008 The Gale Group
*File  16: Because of updating irregularities, the banner and the
update (UD=) may vary.
  File 160:Gale Group PROMT(R) 1972-1989
        (c) 1999 The Gale Group
  File 634:San Jose Mercury  Jun 1985-2008/May 01
        (c) 2008 San Jose Mercury News
  File 148:Gale Group Trade & Industry DB 1976-2008/Apr 17
        (c)2008 The Gale Group
*File 148: The CURRENT feature is not working in File 148.
See HELP NEWS148.
  File  20:Dialog Global Reporter 1997-2008/May 03
        (c) 2008 Dialog
  File  35:Dissertation Abs Online 1861-2008/Nov
        (c) 2008 ProQuest Info&Learning
  File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
        (c) 2002 The Gale Group
*File 583: This file is no longer updating as of 12-13-2002.
  File  65:Inside Conferences 1993-2008/May 02
        (c) 2008 BLDSC all rts. reserv.
  File   2:INSPEC 1898-2008/Apr W1
        (c) 2008 Institution of Electrical Engineers
  File 474:New York Times Abs 1969-2008/May 02
        (c) 2008 The New York Times
  File 475:Wall Street Journal Abs 1973-2008/May 02
        (c) 2008 The New York Times
  File  99:Wilson Appl. Sci & Tech Abs 1983-2008/Apr
        (c) 2008 The HW Wilson Co.
  File 256:TecInfoSource 82-2008/Dec
        (c) 2008 Info.Sources Inc
  File 348:EUROPEAN PATENTS 1978-2007/ 200818
        (c) 2008 European Patent Office
  File 349:PCT FULLTEXT 1979-2008/UB=20080403UT=20080327
        (c) 2008 WIPO/Thomson
  File 347:JAPIO Dec 1976-2007/Dec(Updated 080328)
        (c) 2008 JPO & JAPIO


    Set  Items  Description
    ---  -----  -----------
```

? s (product or good or manufacture) (5n) (cost or price)

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  26 files ...
Processing
Processing
Processing
Processed  20 of  26 files ...
Completed processing all files
        20869475  PRODUCT
        13745736  GOOD
         2503454  MANUFACTURE
        14730784  COST
        12819893  PRICE
     S1  851395  (PRODUCT OR GOOD OR MANUFACTURE) (5N) (COST OR PRICE)
```

? s ((product or good or manufacture) (5N) (cost or price)) (s) (planning or plan? or estimation or estimat???)

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processing
```

```
Processed  10 of  26 files ...
Processing
Processing
Processing
Processing
Processing
Processing
Processed  20 of  26 files ...
Processing
Processing
Completed processing all files
        20869475  PRODUCT
        13745736  GOOD
         2503454  MANUFACTURE
        14730784  COST
        12819893  PRICE
         7605325  PLANNING
        33583716  PLAN?
          544778  ESTIMATION
         9113134  ESTIMAT???
    S2   126173  ((PRODUCT OR GOOD OR MANUFACTURE)  (5N)  (COST OR PRICE))
                 (S)  (PLANNING OR PLAN?   OR ESTIMATION OR ESTIMAT???)
```

? s ((unit or material or purchas??? or consumption or consum???) (5n) (cost or expense? or information or data or value)) and ((historical or demand or sale?) (5N) (cost or expense? or information or data or value))

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processing
Processing
Processing
Processing
Processing
Processed  10 of  26 files ...
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processed  20 of  26 files ...
Processing
Processing
Processing
Processing
Processing
Processing
Completed processing all files
         8131248  UNIT
         8063292  MATERIAL
```

```
10138022  PURCHAS???
 2355911  CONSUMPTION
11237771  CONSUM???
14730784  COST
 4689683  EXPENSE?
37720804  INFORMATION
20248083  DATA
13601915  VALUE
 2728896  ((((UNIT OR MATERIAL) OR PURCHAS???) OR CONSUMPTION) OR
          CONSUM???)(5N)((((COST OR EXPENSE?) OR INFORMATION) OR
          DATA) OR VALUE)
 3638588  HISTORICAL
 8300901  DEMAND
22542755  SALE?
14730784  COST
 4689683  EXPENSE?
37720804  INFORMATION
20248083  DATA
13601915  VALUE
 3207308  ((HISTORICAL OR DEMAND) OR SALE?)(5N)((((COST OR
          EXPENSE?) OR INFORMATION) OR DATA) OR VALUE)
S3 401168 ((UNIT OR MATERIAL OR PURCHAS??? OR CONSUMPTION OR
          CONSUM???) (5N) (COST OR EXPENSE? OR INFORMATION OR DATA
          OR VALUE)) AND ((HISTORICAL OR DEMAND OR SALE?) (5N)
          (COST OR EXPENSE? OR INFORMATION OR DATA OR VALUE))
```

? s s2 and s3

```
   126173  S2
   401168  S3
S4   8486  S2 AND S3
```

? s ((product or good or manufacture) (10N) (cost or price)) (10N) (planning or plan? or estimation or estimat???)

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

Processing
Processing

```
Processing
Processing
Processed  10 of  26 files ...
Processing
Processing
Processing
Processing
Processing
Processing
Processed  20 of  26 files ...
Processing
Completed processing all files
        20869475  PRODUCT
        13745736  GOOD
         2503454  MANUFACTURE
        14730784  COST
        12819893  PRICE
         7605325  PLANNING
        33583716  PLAN?
          544778  ESTIMATION
         9113134  ESTIMAT???
    S5    54769  ((PRODUCT OR GOOD OR MANUFACTURE) (10N) (COST OR PRICE))
                 (10N) (PLANNING OR PLAN?  OR ESTIMATION OR ESTIMAT???)


>>> Retrying request [1]
```

? s s3 and s5

```
        401168  S3
         54769  S5
    S6    3295  S3 AND S5
```

? s s3 (s) s5

```
        401168  S3
         54769  S5
    S7    1231  S3 (S) S5
```

? s ((unit or material or purchas??? or consumption or consum???) (5n) (cost or expense? or information or data or value)) (s)((historical or demand or sale?) (5N) (cost or expense? or information or data or value))

Processing
Processing
Processing
Processing
Processing
Processing
Processing

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

Processing
Processing
Processing
Processing
Processing

```
Processing
Processing
Processed  10 of  26 files ...
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processed  20 of  26 files ...
Processing
Processing
Processing
Processing
Processing
Processing
Completed processing all files
        8131248  UNIT
        8063292  MATERIAL
       10138022  PURCHAS???
        2355911  CONSUMPTION
       11237771  CONSUM???
       14730784  COST
        4689683  EXPENSE?
       37720804  INFORMATION
       20248083  DATA
       13601915  VALUE
        3638588  HISTORICAL
        8300901  DEMAND
       22542755  SALE?
       14730784  COST
        4689683  EXPENSE?
       37720804  INFORMATION
       20248083  DATA
       13601915  VALUE
   S8   169343  ((UNIT OR MATERIAL OR PURCHAS??? OR CONSUMPTION OR
                 CONSUM???) (5N) (COST OR EXPENSE? OR INFORMATION OR DATA
                 OR VALUE)) (S)((HISTORICAL OR DEMAND OR SALE?) (5N) (COST
                 OR EXPENSE? OR INFORMATION OR DATA OR VALUE))
```

? s s5 and s8

```
         54769  S5
        169343  S8
    S9    1304  S5 AND S8
```

? s s5 (s) s8

```
         54769  S5
        169343  S8
```

```
     S10      498  S5 (S) S8
```

? rd

Processing

```
>>>Duplicate detection is not supported for File 348.

>>>Duplicate detection is not supported for File 349.

>>>Duplicate detection is not supported for File 347.

>>>Records from unsupported files will be retained in the RD set.
     S11     346  RD  (unique items)
```

? s rd

```
     S12  331988  RD
```

? rd s10

```
>>>Duplicate detection is not supported for File 348.

>>>Duplicate detection is not supported for File 349.

>>>Duplicate detection is not supported for File 347.

>>>Records from unsupported files will be retained in the RD set.
     S13     346  RD S10  (unique items)
```

? s s13 and inventory (4N) (number or value)

Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  26 files ...
Processing
Processed  20 of  26 files ...
Completed processing all files
          346  S13
      1913285  INVENTORY
     20568261  NUMBER
     13601915  VALUE
        47028  INVENTORY(4N)(NUMBER OR VALUE)
     S14      47  S13 AND INVENTORY (4N) (NUMBER OR VALUE)
```

```
>>> Retrying request [1]
```

? s s14 not pd>20021227

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  26 files ...
Processing
Processing
Processing
Processing
>>>One or more prefixes are unsupported
>>>  or undefined in one or more files.
Processed  20 of  26 files ...
Processing
Completed processing all files
              47  S14
        57421808  PD>20021227
      S15        5  S14 NOT PD>20021227
```

? s s14 not PD>20021227

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

```
Processing
Processed  10 of  26 files ...
Processing
Processing
```

```
Processing
Processing
>>>One or more prefixes are unsupported
>>>  or undefined in one or more files.
Processed  20 of  26 files ...
Completed processing all files
                 47  S14
        57421808  PD>20021227
     S16       5  S14 NOT PD>20021227
```

? ds

```
Set      Items    Description
S1      851395    (PRODUCT OR GOOD OR MANUFACTURE) (5N) (COST OR PRICE)
S2      126173    ((PRODUCT OR GOOD OR MANUFACTURE) (5N) (COST OR PRICE)) (S)
                  (PLANNING OR PLAN?  OR ESTIMATION OR ESTIMAT???)
S3      401168    ((UNIT OR MATERIAL OR PURCHAS??? OR CONSUMPTION OR CONSUM?-
                  ??) (5N) (COST OR EXPENSE? OR INFORMATION OR DATA OR VALUE)) -
                  AND ((HISTORICAL OR DEMAND OR SALE?) (5N) (COST OR EXPENSE? OR
                  INFORMATION OR DATA OR VALUE))
S4        8486    S2 AND S3
S5       54769    ((PRODUCT OR GOOD OR MANUFACTURE) (10N) (COST OR PRICE)) (-
                  10N) (PLANNING OR PLAN?  OR ESTIMATION OR ESTIMAT???)
S6        3295    S3 AND S5
S7        1231    S3 (S) S5
S8      169343    ((UNIT OR MATERIAL OR PURCHAS??? OR CONSUMPTION OR CONSUM?-
                  ??) (5N) (COST OR EXPENSE? OR INFORMATION OR DATA OR VALUE)) -
                  (S)((HISTORICAL OR DEMAND OR SALE?) (5N) (COST OR EXPENSE? OR
                  INFORMATION OR DATA OR VALUE))
S9        1304    S5 AND S8
S10        498    S5 (S) S8
S11        346    RD   (unique items)
S12     331988    RD
S13        346    RD S10  (unique items)
S14         47    S13 AND INVENTORY (4N)  (NUMBER OR VALUE)
S15          5    S14 NOT PD>20021227
S16          5    S14 NOT PD>20021227
```

? t s16/3, k/1-5

16/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)

01598618   02-49607
A guide to the NIPA's

Text:

```
...at their replacement cost (the concept underlying the NIPA's). As prices
change, companies that  value   inventory  withdrawals at acquisition cost
may realize  ...consist of a variety of economic measures, such as sales or
receipts, wages and salaries, unit   sales , housing stock, insurance
premiums,  expenses , interest rates, mortgage debt, and tax collections.
For most components, the source data are "value...

...is used to derive the required value estimate and the major adjustments
needed to derive  estimates  consistent with NIPA definitions and coverage.
On the  product  side, a "physical quantity times  price " method is used
for several components. For example, the  estimate  for new autos is
calculated as unit sales times expenditure per auto (the average list...
```

16/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15: ABI/Inform(R)

00701751　　　93-50972
Techniques for using the computer to raise worker productivity

Weiss, W H
Supervision　v54n5　pp: 14-16+
May 1993
ISSN: 0039-5854　Journal Code: SUP
Word Count: 1777
Text:

```
...computer. Calculations of net material available, the economic order
quantity, the reorder point and the  value  of the  inventory  can be made
instantly. Thus the current status of the inventory is available to
managers...products they make and the size of their production runs to
current business conditions. Raw  material  availability and  cost ,  sales
  estimates  for each  product  and prices that the products are expected
to carry are considered. While the product mix...
```

16/3,K/3 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB

12506942　　Supplier Number: 64334565 (USE FORMAT 7 OR 9 FOR FULL TEXT)
National Data.(Illustration)(Statistical Data Included)

Survey of Current Business , 80 , 7 , D-2
July , 2000
Document Type: Illustration Statistical Data Included
ISSN: 0039-6222
Language: English
Record Type: Fulltext
Word Count: 22202　Line Count: 08366

```
...Less: Change in private
      inventories                      17.6      40.8      69.1      31.5
```

```
     Equals: Final  sales  to
        domestic purchasers       9,374.4   9,535.1   9,728.9   10,001.7...
1     639.9    655.3
        Farm                                 41.1      32.5      34.1
     Proprietors' income with
        inventory  valuation
        adjustment                           48.6      39.6      41.2
     Capital consumption
        adjustment                           -7.5      -7.2...
006  1.012   1.007   1.009
     Compensation of employees
        (unit labor cost)                    .652      .658    . 656       .656

     Unit  nonlabor cost                     .232      .234    . 234
   .232
        Consumption  of fixed capital        .110    . 111
   .110     .110
     Indirect business tax and
        nontax liability plus
        business transfer payments
        less subsidies                       .096...

...012   1.012   1.014   1.018
     Compensation of employees
        (unit labor cost)                    .659      .659    . 657       .656

     Unit  nonlabor cost                     .232      .235    . 236
   .236
        Consumption  of fixed capital        .110    . 112
   .111     .111
     Indirect business tax and
        nontax liability plus
        business transfer payments
        less subsidies                       .096...
```

Dialog eLink: Order File History
16/3K/4 (Item 1 from file: 348)
DIALOG(R)File 348: EUROPEAN PATENTS

01248133

METHOD FOR DETERMINING SOFTWARE AND PROCESSOR
METHODE ZUR SOFTWARE- UND PROZESSORERKENNUNG
PROC D PERMETTANT DE D TERMINER UN LOGICIEL ET UN PROCESSEUR

Patent Assignee:

- The Institute of Computer Based Software Methodology and Technology; (2822471)
  11-3, Takanawa 3-chome; Minatu-ku, Tokyo 108-0074; (JP)
  (Applicant designated States: all)
- Information System Development Institute; (2625771)
  3-11-3, Takanawa Minato-ku; Tokyo 108-0074; (JP)
  (Applicant designated States: all)

Inventor:

- NEGORO, Fumio
  967-64, Juniso; Kamakura-shi, Kanagawa 248-0001; (JP)

Legal Representative:

- Midgley, Jonathan Lee et al (85973)
  Marks & Clerk, 45 Grosvenor Road; St. Albans, Hert AL1 3AW; (GB)

	Country	Number	Kind	Date	
Patent	EP	1244006	A1	20020925	(Basic)
	WO	2000079385		20001228	
Application	EP	2000939103		20000620	
	WO	2000JP4008		20000620	
Priorities	JP	99174730		19990621	

Designated States:
AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LI; LU; MC; NL; PT; SE;

Extended Designated States:
AL; LT; LV; MK; RO; SI;

International Patent Class (V7): G06F-009/06; G06F-009/44Abstract Word Count: 170
NOTE: 25
NOTE: Figure number on first page: 25

Legal Status

Type	Pub. Date	Kind	Text

Language
Publication: English
Procedural: English
Application: Japanese

Fulltext Availability

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200239	38545
SPEC A	(English)	200239	178863
Total Word Count (Document A) 217408			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 217408			

Specification: ...Vectors R3S Customer from 16151 to L3F Sales 16161, the presence examination (2802) of semantic data is implemented first. In this instance, the Homogeneity Vectors R3S Customer from 16151 to L3F... ...W04P Pallet 16150, operate again, so words corresponding to the Homogeneity Vectors all became semantic data . Accordingly, in accordance with the logic shown in Fig. 28, the Homogeneity Vectors become 'false...

Dialog eLink: Order File History
16/3K/5 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
(c) 2008 WIPO/Thomson. All rights reserved.

00806383

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF
PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET PROCEDE ASSOCIE

Patent Applicant/Patent Assignee:

- ACCENTURE LLP; 1661 Page Mill Road, Palo Alto, CA 94304
  US; US(Residence); US(Nationality)

Legal Representative:

- HICKMAN Paul L(agent)
  Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304; US;

	Country	Number	Kind	Date
Patent	WO	200139029	A2	20010531
Application	WO	2000US32309		20001122
Priorities	US	99444655		19991122
	US	99444886		19991122

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;

UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language
 Publication Language: English
 Filing Language: English
 Fulltext word count: 157840

Detailed Description:

...network asset management component 214, a maintenance and service component 216, a procurement and recovered inventory component 218, and/or a distribution and logistics component 220.

Figure 3 illustrates a flowchart...arrangements. As an option, the invention may require the user to conflrm that the desired product or service has been ordered, that the price is satisfactory, and that the desired shipping provider is selected.

TAX AND SHIPPING CALCULATIONS
Provides... licensing system uses a fixed set of licenses controlled by a license server. The license information is maintained in a license database, along with information regarding which applications are in use... ...licenses are available, grants the request. As requests are received and licenses granted, the relevant information is logged into a file to track usage of the various applications.

5
If a... ...change the licensing terms, the code in the application must be revised.

Recently, generation and sales of software programs have become significant businesses both for companies which are primarily vendors of... ...users. Thus, license fees may be based on the power of the processor or the number of processors in the system, or the number of individual nodes in a network, since...those messages.

MANAGE E-MAIL RECEIPT AND DELIVERY (INBOUND E-MAIL)
Offers automated responses to consumer 's questions
Logs and tracks incoming messages
Classifies messages based on text patterns and routes... ...interaction history.

DYNAMIC RENDERING
Displays content and applications based on profile
Pulls content from multiple data sources: static, database, third party site
Matches content to users via configurable business rules
Allows...

?